# CPHINS

Certified Professional in Healthcare Information and Management Systems



# Candidate Handbook and Application

Conducted by the CPHIMS Certification Committee of the Healthcare Information and Management Systems Society



For questions regarding certification, contact:

CPHIMS\* Certification Committee Healthcare Information and Management Systems Society (HIMSS) 230 East Ohio Street, Suite 500 Chicago, IL 60611-3269 312/664-4467

Fax: 312/664-6143 E-mail: himss@himss.org For questions regarding examination application and administration, contact:

Applied Measurement Professionals, Inc. (AMP)

8310 Nieman Road Lenexa, KS 66214-1579 913/541-0400 Fax: 913/541-0156

E-mail: info@goAMP.com

#### Certification Committee for the Certified Professional in Healthcare Information and Management Systems (CPHIMS) Program

Members of the Certification Committee for the Certified Professional in Healthcare Information and Management Systems (CPHIMS) Program are appointed for their subject-matter expertise and knowledge of healthcare information and management systems. Members serve as the governing body for the Program, and as content experts and program resources regarding test development, test administration, scoring and analysis of the examination. Current members are:

John T. Hansmann, FHIMSS, Sandy, UT, chair Vicky M. Bradley, RN, Lexington, KY Dvora R. Brodie, FHIMSS, Swampscott, MA Lawrence E. Dux, Waukesha, WI Dennis P. L'Heureux, FHIMSS, Rockford, IL Ruth H. Schleyer, MS, RN, BC, Tigard, OR Nancy G. Stetson, BSN, MA, RN, FHIMSS, Alpharetta, GA John L. Templin, Jr., FACHE, FHIMSS, FAAHC, Greenfield Center, NY



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#### **ABOUT HIMSS**

The Healthcare Information and Management Systems Society (HIMSS) provides leadership in healthcare for the management of technology, information and change through publications, educational opportunities and member services. HIMSS has more than 43 chapters and 14,000 members working in healthcare organizations throughout the world. Members include healthcare professionals in hospitals, corporate healthcare systems, clinical practice groups, vendor organizations, healthcare consulting firms and government settings in professional levels ranging from clinical and senior staff to CIOs and CEOs.

HIMSS members are responsible for developing many of today's key innovations in healthcare delivery and administration, including telemedicine, computer-based patient records, community health information networks and portable/wireless healthcare computing.

After more than six months of analysis, the HIMSS Board of Directors approved development of the Certified Professional in Healthcare Information and Management Systems (CPHIMS) Program. Members of the CPHIMS Certification Committee, the governing body for the Program, are listed on the inside front cover of this Handbook.

#### ABOUT THIS CANDIDATE HANDBOOK

This Candidate Handbook provides information that is needed to apply for the Certified Professional in Healthcare Information and Management Systems (CPHIMS) Examination, including eligibility requirements, examination policies, an examination content outline and an examination application. Keep this Handbook until after the examination is completed.

Additional copies of this Handbook may be obtained by:

- Downloading copy from www.himss.org;
- Accessing fax-on-demand at 800/446-7711 (U.S.) or 732/578-4521 (International and Canada) and requesting document # 2015; or
- Contacting Applied Measurement Professionals, Inc. (AMP) at 913/541-0400 or downloading copy from www.goAMP.com.

#### CPHIMS CERTIFICATION

The purpose of CPHIMS certification is to promote healthcare information and management systems professionals through the certification of qualified individuals by:

- Recognizing formally those individuals who meet the eligibility requirements of the CPHIMS credential and pass the examination.
- Encouraging continued personal and professional growth in the practice of healthcare information and management systems.
- · Providing a national standard of knowledge required for certification; thereby assisting employers, the public and members of the health professions in the assessment of a healthcare information and management systems professional.

#### TESTING AGENCY

HIMSS contracted with the AHA Certification Center and AMP to assist in the development, administration, scoring, score reporting and analysis of its CPHIMS Examination.

#### STATEMENT OF NONDISCRIMINATION

The CPHIMS Certification Committee does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

#### ABOUT THE CPHIMS EXAMINATION

The CPHIMS Examination is designed to test a well-defined body of knowledge representative of professional practice. Successful completion of the examination verifies broadbased knowledge in healthcare information and management systems.

Content of the CPHIMS Examination was defined by a national role delineation study. The study involved surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. The examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the CPHIMS Examination content outline.

An individual who meets eligibility requirements and passes the examination attains the Certified Professional in Healthcare Information and Management Systems (CPHIMS) designation.



#### ELIGIBILITY REQUIREMENTS

To be eligible for the CPHIMS Examination, a candidate must fulfill one of the following requirements for education/work experience.

- Baccalaureate degree plus five (5) years of associated information and management systems experience\*, three (3) of those years in healthcare.
- Graduate degree plus three (3) years of associated information and management systems experience\*, two (2) of those years in healthcare.
- \* Associated information and management systems experience includes experience in the following functional areas: administration/management, clinical information systems, e-health, information systems, or management engineering.

#### EXAMINATION CONTENT AND TIMING

The examination is composed of 115 multiple-choice test items. A candidate's score is based on 100 of these items; 15 items are "trial" or "pretest" items that are interspersed throughout the examination. A candidate is allowed 2 hours in which to complete the examination.

The examination is based on three major content areas. Each content area is described by the list of tasks that follows the content heading in the examination content outline. In addition, the number of test items devoted to each major and minor content area is indicated.

Each test item on the examination is also categorized by a cognitive level that a candidate would likely use to respond. These categories are:

- Recall: The ability to recall or recognize specific information:
- **Application**: The ability to comprehend, relate or apply knowledge to new or changing situations; and
- Analysis: The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution.



#### • CERTIFIED PROFESSIONAL IN HEALTHCARE INFORMATION AND MANAGEMENT SYSTEMS **EXAMINATION CONTENT OUTLINE**

		NOTE: An "X" indicates that items of the indicated			ms		
CPHII	IMS Detailed Content Outline	cognitive type (i.e., RE = recall, AP = application, AN = analysis) will not appear on an examination.	RE	AP	AN	Totals	
I. GI	ENERAL		3	4	0	7	
A.	. Healthcare Environment		2	2	0	4	
	Articulate characteristics of						
	a. different types of healthcare organization	ons (e.g., hospitals, clinics, ambulatory centers,					
	community health agencies)				Х		
	b. interrelationships among healthcare co	mponents			Х		
	Describe roles of						
	a. healthcare systems professionals and the	ne organizational structure in which they work		Χ	Х		
	b. governmental, regulatory, professional,	and accreditation agencies (e.g., CMS, JCAHO, and their affect on clinical and financial information			Χ		
В.	· · · · · · · · · · · · · · · · · · ·		1	2	0	3	
<i>D</i> .		/programs (e.g., electronic medical records, medical					
	decision support, diagnostic information systems				Х		
		systems/programs (e.g., financial, scheduling, on-line					
	purchasing, productivity, human resources				Χ		
		on support (e.g., planning, marketing, modeling,					
	forecasting)				Χ		
ı sv	YSTEMS		11	17	19	47	
	. Analysis		4	6	12	22	
71.	Define the problem or opportunities		•		12		
	Conduct a needs analysis						
	Define and prioritize requirements						
	Develop work plans						
		and clinical processes (e.g., process mapping, flow					
	diagramming)						
		pusiness practice and clinical processes (e.g., process					
	mapping, flow diagramming)						
	7. Identify alternate processes and potential s	solutions					
	8. Conduct an analysis of alternatives						
	9. Evaluate						
	<ul> <li>a. whether a proposed solution aligns wit</li> </ul>	h the organizational business plan					
	b. issues related to healthcare systems by	using return-on-investment, cost-benefit,					
	cost-effectiveness, and benefits realizat	ion analyses, including analysis of					
	1) customer satisfaction						
	2) patient care quality						
	3) economics						
	4) access to care						
	5) a balanced scorecard						
	6) business process improvement						
		ts realization statement and recommended approaches					
	and solutions						
	11. Present results of data analyses to decision	n-makers					
	12. Manage projects and/or resources, includ						
		space, personnel, environmental, communication,					
		tools					
	b. utilizing project management skills and	IUUIS					
	c. conducting a risk assessment						
	d. assessing business value	1.0					
	e. maintaining project materials and docu	umentation					
	f. developing implementation strategies						



		NOTE: An "X" indicates that items of the indicated cognitive type (i.e., RE = recall, AP = application,		Iter		
PHIN	/IS Detailed Content Outline	AN = analysis) will not appear on an examination.	RE	AP	AN	Tota
	13. Promote and apply					
	a. problem solving philosophies (e.g., CQI, TQM, Q	A, QM)				
	b. analytical tools to optimize systems function				Χ	
	c. change management techniques					
B.	Design		1	2	1	4
	1. Identify how a system design accommodates business	processes				
	2. Develop requests-for-information and requests-for-pro					
	3. Ensure					
	a. compatibility of software, hardware, and network of	components that encourage user acceptance				
	b. compliance with applicable standards (e.g., HIPAA					
C	Selection, Implementation, Support, and Maintenance		3	4	2	(
Ο.	Participate in determination of selection criteria and re		-	•		
	Conduct system demonstrations and selection activities					
	3. Prioritize or triage as necessary to ensure critical functi					
		ons are repaired, maintained, or enhanced				
	4. Implement systems					
	<ol><li>Evaluate and select healthcare systems (e.g., clinical d reimbursement related)</li></ol>	ocumentation, patient records, patient billing,				
	Analyze problem reports for trends					
	7. Develop disaster recovery plan				Χ	
	Manage healthcare systems					
	9. Integrate systems that support decision-making					
	10. Install and manage healthcare systems (e.g., clinical d	ocumentation, PACs, patient records, patient				
	billing, patient monitoring, reimbursement related)					
D.	Testing and Evaluation		1	2	1	
	1. Ensure methods (e.g., evaluation methodology, bench	marks) exist to facilitate evaluation of				
	healthcare systems	,				
	Conduct testing and evaluation activities					
	3. Extract and analyze test data					
	Seek information from a variety of sources (e.g., bench	nmarking articles colleagues list-serves web)				
	to stay current with market and industry test and evalu					
E.	Data Integrity	ation trends	1	1	1	
L.	Ensure accuracy and integrity of data		<u>'</u>	'	'	
	Describe principles of database and file management				V	
_			- 1	_	X	
F.	Security/Privacy		1	2	2	!
	Identify potential misuse of systems and security/privace	y issues				
	2. Select a method to assess system					
	a. security/privacy					
	b. security/privacy effectiveness					
	3. Evaluate results of a system security/privacy effectivened					
	4. Plan for business continuance in the face of potential	disasters that could disrupt service delivery				
۸.	MALETRATION		10	2/	10	4
	MINISTRATION		10 7	26	10 7	4
Α.	Leadership		/	18	/	3.
	Participate in organizational strategic planning					
	2. Forecast technical and information needs of an organ					
	3. Develop and monitor departmental strategic and taction	cal objectives				
	Prepare and manage budgets, including					
	a. annual operating budgets					
	b. project budgets					
	c. capital budgets					
	5. Assess organizational perception of					
	a. systems effectiveness					
	<ul><li>a. systems effectiveness</li><li>b. departmental effectiveness</li></ul>					
	a. systems effectiveness					



	NOTE: An "X" indicates that items of the indicated		Ite	ms	
IMS D	etailed Content Outline cognitive type (i.e., RE = recall, AP = application, AN = analysis) will not appear on an examination.	RE	AP	AN	Total
7.	Recommend policies and procedures for information and systems management (e.g., security,				
	acquisition of software and hardware)				
8.	Adhere to				
	a. legal and regulatory standards				
	b. ethical business principles				
9.	Assess the organization, including				
	a. corporate culture				
	b. acceptable approaches, methods, and values				
	c. impact of systems on operations and work				
	Develop asset management, including software license usage			Х	
	Employ comparative analysis strategies (e.g., indicators, benchmarks, budget, systems, performance)				
12.	Prepare and deliver business communications, including				
	a. meeting agendas				
	b. presentations				
	c. business reports				
	d. project communication plans (e.g., status reports, minutes, kick-offs)				
	Facilitate group discussions and meetings				
	Function as an in-house consultant				
	Develop and maintain relationships with vendors				
16.	Manage vendor contracts, including				
	a. drafting contract elements (e.g., performance standards, protection clauses, payment schedules)				
	b. negotiating terms				
	c. monitoring contract cost, schedule, and performance				
	Market and promote healthcare systems services to the organization				
18.	Provide customer service, including				
	a. negotiating service-level agreements				
	b. establishing a method for requesting new services				
	c. solving problems upon request				
	d. monitoring and tracking requests for service				
	e. providing feedback				
19.	Engage in				
	a. critical thinking and decision-making				
	b. conflict resolution				
	nagement	3	8	3	14
1.	Manage departmental personnel resources, including				
	a. performance appraisals				
	b. incentives				
	c. staff recruitment, selection, and retention				
	d. training and continuing education				
	e. coaching and mentoring				
	Define roles, responsibilities, and job descriptions				
3.	Establish and sponsor project teams as appropriate, including				
	a. formulating team objectives/scope				
	b. determining team members and roles				
	c. promoting team building				
	d. employing group process techniques (e.g., nominal group, consensus mapping, Delphi)				
	Participate on teams			Х	
	Perform audits of systems and operations				
6.	Monitor				
	a. system capacity to plan future needs				
	b. sustainability, reliability, and maintainability (e.g., performance upgrades, patches)				
7	Adjust system capacity as needed				
7.					



#### SAMPLE TEST ITEMS

- 1. Which of the following regulates insurance activities within healthcare organizations?
  - A. JCAHO
  - B. NCQA
  - C. OSHA
  - D. CLIA
- A CIO is charged to work with IS from a healthcare organization to select a productivity monitoring system.
   All of the following are characteristics typically found within such a system EXCEPT
  - A. capital cost per department.
  - B. hours per unit of service.
  - C. paid and productive FTEs.
  - D. labor cost per department.
- 3. Many organizations use demonstrated best practice information to do which of the following?
  - A. Increase cycle time.
  - B. Improve business processes.
  - C. Assess risk.
  - D. Manage projects.
- 4. Which of the following prioritizes system requirements from most to least effect on system speed?
  - 1. bandwidth
  - 2. training
  - 3. PC brand
  - 4. number of users
  - A. 1, 4, 2, 3
  - B. 2, 3, 4, 1
  - C. 3, 2, 1, 4
  - D. 4, 1, 2, 3
- 5. A healthcare organization department is evaluating a new system. The cost of the system includes software costs of \$500,000 and hardware costs of \$250,000, including installation. A useful life of 5 years is assumed. In addition, the department will need to add two employees to maintain the system with annual salary and benefit costs of \$40,000 each. Depreciation costs are included in departmental annual operating budgets. What will be the impact on this department's annual operating budget?
  - A. \$80,000
  - B. \$150,000
  - C. \$230,000
  - D. \$750,000

- 6. A healthcare organization has developed a task force to implement HIPAA requirements throughout the information system. The task force has decided to hire a consulting firm to assist in the assessment, gap analysis, and development of a work plan for one healthcare organization. The remaining organizations in the healthcare system will then perform these tasks. Which of the following is the best way for the remaining healthcare organizations to develop work plans?
  - A. Follow the work plan from the first organization.
  - B. Revise the work plan from the first organization.
  - C. Initiate new work plans using a new consultant.
  - D. Develop a new work plan for each organization.
- 7. The best method to prepare for delivery of a presentation is to
  - A. write it the morning of the meeting.
  - B. develop the presentation over a week.
  - C. present it to a colleague as a rehearsal.
  - D. outline ideas and speak when called.
- 8. The IS Department is responsible for all system operations. Customer requests for service come in every day covering user issues, hardware, and software problems. Which of the following is the MOST appropriate way to meet these customer service goals?
  - A. Follow the practice of solving issues in the order received.
  - B. Explain that the IS Department will get to each customer as soon as possible.
  - C. Establish a priority rating system and deal with the most critical problems first.
  - D. Require a detailed description of each problem and allocate to IS staff as time allows.
- 9. A healthcare organization has verbalized that staff are having difficulty with a new medication administration application. How should this issue be addressed?
  - 1. Uninstall the software.
  - 2. Determine user deficiencies.
  - 3. Retrain staff.
  - 4. Develop quick reference cards.
  - A. 1, 2, and 3 only
  - B. 1, 2, and 4 only
  - C. 1, 3, and 4 only
  - D. 2, 3, and 4 only



- 10. The IS Department has a 30% turnover rate and recruitment efforts have not met established quotas. The CIO plans to initiate an incentive compensation program and should plan to design the program based on which of the following?
  - A. analysis of typical salaries by job title in the market
  - B. establishment of equitable compensation based on projected work load
  - C. a survey of other departments in the organization regarding typical incentives
  - D. creation of criteria that can be applied within a merit-based compensation plan

ANSWER KEY					
1.	В	6.	В		
2.	Α	7.	С		
3.	В	8.	С		
4.	Α	9.	D		
5.	С	10.	Α		

#### REVIEW REFERENCES

The CPHIMS Certification Committee recommends that review for the CPHIMS Examination focus on references and programs that cover the information summarized in the CPHIMS Examination content outline. It should not be inferred that test items in the examination are selected from any single reference or set of references or that study from the references listed guarantees a passing score on the examination.

- \*Boxerman, S. B. and Austin, C. J., Information Systems for Health Services Administration, 5th Edition, Health Administration Press, 1998.
- \*Clinical Informatics, Healthcare Information and Management Systems Society, 2000.
- \*Core Competencies in Managing Healthcare Information: The Study Guide for the CPHIMS Examination, Healthcare Information and Management Systems Society, 2001.
- \*Glaser, J. P. and Hsu, L. D., The Strategic Application of Information Technology in Healthcare Organizations, McGraw-Hill, 1999.
- \*Griffith, The Well-Managed Healthcare Organization, 4th Edition, J. R. Health Administration Press, 1999.
- \*Kendall and Kendall, Systems Analysis and Design, 5th Edition, Prentice Hall, Inc., 2001.
- \*Managing Information in Healthcare (CD-ROM Series) Audio and PowerPoint Presentations, from the highest-rated sessions at the 2001 Annual HIMSS Conference and Exhibition, Healthcare Information and Management Systems Society.

Ronning, Philip L., *Through the Technology Looking Glass*, At-Large Personal Membership Group of the American Hospital Association, 2001. Available from <a href="https://www.ahaonlinestore.com">www.ahaonlinestore.com</a> or 800/242-2626, Catalogue No. WS-12080,

\*Available in HIMSS bookstore at: <a href="www.himss.org/">www.himss.org/</a> Templates/Publications.asp

#### WFB SITES

American College of Healthcare Executives (ACHE) <a href="https://www.ache.org">www.ache.org</a>

American Health Information Management Association (AHIMA) <a href="https://www.ahima.org">www.ahima.org</a>

American Hospital Association (AHA) www.aha.org

American Medical Informatics Association (AMIA) <a href="https://www.amia.org">www.amia.org</a>

Centers for Medicare and Medicaid Services (CMS), formerly the Health Care Financing Administration (HCFA) <a href="https://www.hcfa.gov">www.hcfa.gov</a>

Department of Health and Human Services (DHHS) <a href="https://www.os.dhhs.gov">www.os.dhhs.gov</a>

Healthcare Information and Management Systems Society (HIMSS) <a href="https://www.himss.org">www.himss.org</a>

HIPAA Advisory – Phoenix Health Systems <u>www.hipaadvisory.com</u>

Institute of Medicine (IOM) www.iom.edu

Joint Commission on Accreditation of Healthcare Organizations (JCAHO) <u>www.jcaho.org</u>

#### **EXAMINATION FEES**

A candidate must submit the appropriate fee with a complete examination application according to the following schedule. Payment may be made by credit card (Visa, MasterCard, American Express or Discover), or company check, cashier's check or money order made payable to AMP. Cash and personal checks are not acceptable. Fees are nonrefundable. The application may be transferred to a future testing date by requesting a rescheduling of testing.

#### Fee Schedule

HIMSS Member \$195 Nonmember \$270 Rescheduling Fee \$75



#### EXAMINATION ADMINISTRATION

#### COMPUTER ADMINISTRATION (BEGINNING MARCH 4, 2002)

The primary mode of delivery of the CPHIMS Examination is via computer at over 110 AMP Assessment Centers geographically distributed throughout the United States. Assessment Centers are typically located in H&R Block offices. Assessment Center locations, detailed maps and directions are available at <a href="https://www.goAMP.com">www.goAMP.com</a>.

For computer administrations, there are no application deadlines. A candidate who meets eligibility requirements for the examination may submit an application and fee at any time. Ninety (90) days are allowed from confirmation of eligibility within which a candidate must make an appointment for testing and take the examination.

The examination is administered by appointment only Monday through Friday at 9:00 a.m. and 1:30 p.m. Candidates are scheduled on a first-come, first-served basis.

The examination is not offered on the following holidays.

Martin Luther King Day
Presidents' Day
Good Friday
Memorial Day
Independence Day (July 4)
Labor Day
Columbus Day
Thanksgiving (and the following Friday)
Christmas Eve
Christmas Day

The week between Christmas Eve and New Year's Day (Dec. 24 – Jan. 1)

#### PAPER-AND-PENCIL ADMINISTRATION

Annually, the CPHIMS Examination is offered in paper-and-pencil format in conjunction with the HIMSS Annual Conference and Exhibition. A candidate who meets eligibility requirements and submits an application and fee for receipt by the posted deadline is allowed to test. Dates of paper-and-pencil administrations and deadlines for receipt of applications are posted on <a href="https://www.himss.org">www.himss.org</a>.

#### SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

The CPHIMS Certification Committee complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. Through its agents, the Committee will provide reasonable accommodation for a candidate with a disability who requests accommodation.

Wheelchair access is available at all Assessment Centers. A candidate with a visual, sensory or physical disability that would prevent taking the examination under standard conditions may request special accommodations and arrangements. For either a computer administration or a paper-and-pencil administration, complete the Request for Special Examination Accommodations form included in this Handbook and submit it with an application and fee at least 45 days prior to the testing date desired.

#### TELECOMMUNICATION DEVICES FOR THE DEAF

AMP is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 a.m. to 5:00 p.m. (CST) Monday-Friday at 913/495-4437. This TDD phone option is for individuals equipped with compatible TDD machinery.

#### APPLYING FOR EXAMINATION

### ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

The Healthcare Information and Management Systems Society (HIMSS) is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of the Certification Program. As such, the CPHIMS Certification Committee, as the governing body for the CPHIMS Program, requires adherence to these *Professional Standards of Conduct* by all who have achieved certification or renewal of the certification through successful completion of the CPHIMS Program.

Professional Standards of Conduct: An individual awarded the Certified Professional in Healthcare Information and Management Systems (CPHIMS) credential agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating behavior that is indicative of professional integrity. By accepting certification, the certificant agrees to uphold the values and ethics of the CPHIMS credential by:



- · Conducting all personal and professional activities with honesty, integrity, respect, fairness and good faith in a manner that reflects well on those who hold this certifica-
- Abiding by the laws, rules and regulations of duly authorized agencies regulating the profession;
- Maintaining competence and proficiency in the profession by undertaking a personal program of assessment and continuing professional education;
- Avoiding conflicts of interest;
- Respecting professional confidences;
- Avoiding discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status;
- Enhancing the dignity and image of the CPHIMS credential through positive personal actions;
- Refraining from participating in any activity that demeans the credibility and dignity of any professional peer;
- Being truthful in all forms of professional and organizational communications and avoiding information that is false, misleading, inflammatory and deceptive, or information that creates unreasonable expectations; and
- Abiding by rules and regulations governing the CPHIMS Program.

Infraction of these Professional Standards of Conduct is misconduct for which granting of the CPHIMS or renewal of the CPHIMS may be delayed or denied, or for which certification may be revoked.

Reporting Violations: To protect the national credential and to ensure responsible practice by its certificants, the CPHIMS Certification Committee depends upon its candidates and certificants, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these Professional Standards of Conduct. A certificant who has violated these Standards should voluntarily surrender his/her certification.

Written reports of infraction of these Standards may be sent to the Chair of the CPHIMS Certification Committee, 230 East Ohio Street, Suite 500, Chicago, IL 60611-3269. Only signed, written communication will be considered.

The CPHIMS Certification Committee will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible. During the investigation and decision, the confidentiality of those who provide information will be protected to every extent possible. The named individual will be afforded every opportunity to respond in a professional and legally defensible manner, in accord with policies established by the CPHIMS Certification Committee.

A candidate's signature on an application for examination attests to adherence to Professional Standards of Conduct.

#### THE APPLICATION PROCESS

There are two ways to apply for the CPHIMS Examination after eligibility requirements are satisfied. Documentation of eligibility does not need to be submitted prior to applying for the examination. The CPHIMS Certification Committee reserves the right to verify information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation supporting eligibility.

1. Online Application and Scheduling: Complete the application and scheduling process in one online session by visiting www.goAMP.com and clicking on the link Online Application and Scheduling. The computer screens guide the candidate through the complete process. After the application information and payment using a credit card (Visa, MasterCard, American Express, Discover) have been submitted, eligibility is confirmed or denied and the candidate is prompted to schedule an examination appointment or supply additional eligibility information.

If special accommodations are being requested, please contact AMP at 913/541-0400.

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- 2. Paper Application and Scheduling: Complete and submit to AMP a paper application and appropriate fee (credit card, company check, cashier's check or money order). The candidate may complete the paper application included in this Handbook or obtained by:
  - Downloading copy from <u>www.himss.org</u>;
  - Accessing fax-on-demand at 800/446-7711 (U.S.) or 732/578-4521 (International and Canada) and requesting document # 2015; or
  - Contacting AMP at 913/541-0400 or downloading copy from www.goAMP.com.

An application is considered complete only if all information requested is complete, legible and accurate; if the candidate is eligible for the examination; and if the appropriate fee accompanies the application. A paper application that is incomplete will be returned unprocessed, along with any fee submitted minus a \$50 processing fee.

Required information includes:

- Personal Information;
- Selection of computer administration (Monday through Friday at secure Assessment Centers) or paper-and-pencil administration. For a paper-and-pencil administration, enter the scheduled date. (Administration dates and deadline dates for applying are posted on <a href="www.himss.org">www.himss.org</a>.);
- Indication of Eligibility for Examination;
- Indication of the applicable Examination Fee. If requesting the member fee, enter the membership number; and
- · Signature.



# CPHIMS \_\_\_\_

If special accommodations are being requested, complete the Request for Special Examination Accommodations form included in this Handbook and submit it to AMP at least 45 days prior to the desired testing date.

AMP processes the paper application and within approximately two weeks sends a confirmation notice including a toll-free telephone number and website address to contact to schedule a testing appointment. Be prepared to confirm a location and a preferred date and time for testing and to provide your Social Security number as a unique identification number. If a confirmation notice is not received within 4 weeks, contact AMP at 913/541-0400. For a paper-and-pencil administration, the confirmation notice reports the date, location and check-in time for the examination.

If AMP is called by 3:00 p.m. Central Time on	The examination may be scheduled as early as
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

Make a note of the location, date and time of examination; an admission ticket is not provided.

For a computer administration, a candidate's application is valid for 90 days, during which the candidate must schedule an appointment to test on computer and take the examination. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

A candidate is allowed to take only the examination for which application is made and a confirmation notice is received. Unscheduled candidates (walk-ins) are not tested.

#### RESCHEDULING OR CANCELING AN EXAMINATION

Fees are nonrefundable. A candidate who is unable to test as scheduled may opt to reschedule.

 A candidate may reschedule the examination once at no charge by calling AMP at 888-519-9901 at least 4 business days prior to a scheduled computer administration.
 For a computer administration, the following schedule applies.

If the examination is scheduled on		
Monday	previous Tuesday	
Tuesday	previous Wednesday	
Wednesday	previous Thursday	
Thursday	previous Friday	
Friday	previous Monday	

- A candidate who wishes to reschedule a second time, who appears more than 15 minutes late for an examination and cannot be seated, or who fails to report for the scheduled examination may reapply for examination by calling AMP and paying the \$75 rescheduling fee. A new application is not required. The examination must be rescheduled within 90 days of the date of the originally scheduled testing session.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.
- A candidate who cancels his/her examination after confirmation of eligibility is received forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.

#### ON THE DAY OF EXAMINATION

#### REPORTING FOR EXAMINATION

For a computer administration, report to the Assessment Center no later than the scheduled testing time. After entering the H&R Block office, follow the signs indicating AMP Assessment Center Check In.

For a paper-and-pencil administration, report to the testing room at the time indicated on the confirmation notice. The examination will begin after all scheduled candidates are checked-in. Follow the signs provided in the hotel/convention center to locate the testing room.

A candidate who arrives more than 15 minutes after the scheduled testing time is not admitted.

- A candidate who is not admitted due to late arrival has 90 days from the originally scheduled testing session to remit the \$75 rescheduling fee and call AMP to schedule a new appointment for examination. A new application is not required.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.



#### SECURITY

The CPHIMS Certification Committee and AMP maintain test administration and test security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment is continuously monitored by audio and video surveillance equipment or testing personnel.

#### VERIFYING IDENTITY

To gain admission to the Assessment Center or testing room, the candidate needs to present two forms of identification, one with a current photograph. Both forms of identification must be current and include the candidate's current name and signature. The candidate is required to sign a roster for verification of identity. It is advisable to bring the confirmation notice sent by AMP.

Acceptable forms of photo identification include: a current driver's license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. Employment ID cards, student ID cards and temporary identification cards are NOT acceptable. A candidate without proper identification is not permitted to test.

#### USE OF CALCULATORS

Some test items may require calculations. Use of a silent, nonprogrammable, solar-powered calculator without paper tape-printing capability or alphabetic keypad is permitted during testing. Use of a computer is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the Assessment Center or testing room. Calculators that do not conform to these specifications are not permitted in the Assessment Center or testing room.

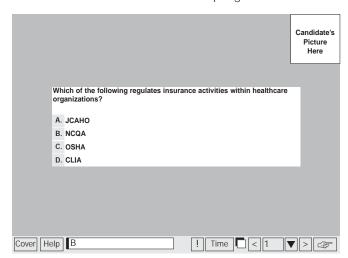
#### TAKING THE EXAMINATION

After identification of the candidate has been verified and his/her calculator has been checked, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a paper-and-pencil administration. Each candidate is provided one sheet of scratch paper for calculations that must be returned to the test supervisor at the completion of testing.

• For a paper-and-pencil administration, the candidate is provided oral and written instructions to guide the testing process.

• For a computer administration, the candidate is provided instructions on screen. First, the candidate is instructed to enter his/her Social Security number. Then, the candidate's photograph is taken and remains onscreen throughout the testing session. Prior to attempting the examination, the candidate is provided a short tutorial on using the software to take the examination. Tutorial time is NOT counted as part of the 2 hours allowed for the examination. Only after a candidate is comfortable with the software, does the examination begin.

The following is a sample of what the computer screen will look like when a candidate is attempting the examination.



The computer monitors the time spent on the examination. The examination terminates at the 2-hour mark. Clicking on the "Time" button in the lower right portion of the screen or selecting the TIME key reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the examination.

Only one test item is presented at a time. The item number appears in the lower right portion of the screen. The entire test item appears on-screen (stem and four options labeled A, B, C and D). Select an answer by either entering the letter of the option (A, B, C or D) or clicking on the option using the mouse. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. An answer may be changed multiple times.

To move to the next item, click on the forward arrow (>) in the lower right-hand corner of the screen or select the NEXT key. This action allows the candidate to move forward through the examination item by item. To review an item or items, click the backward arrow (<) or use the left arrow key to move backward through the examination.

# CPHIMS \_\_\_\_

A test item may be left unanswered for return later in the testing session. Items may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the hand icon or select the NEXT key to advance to the next unanswered or bookmarked item on the examination. To identify all unanswered or bookmarked items, repeatedly click on the hand icon or press the NEXT key. When the examination is completed, the number of test items answered is reported. If fewer than 115 items were answered and time remains, return to the examination and answer the remaining items.

Online comments may be provided for any item by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

Be sure to answer each test item before ending the examination. There is no penalty for quessing.

#### INCLEMENT WEATHER OR EMERGENCY

In the event of inclement weather, other acts of God or unforeseen emergencies on the day of examination, the CPHIMS Certification Committee, in concert with AMP, will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination usually proceeds as scheduled if testing personnel are able to conduct business.

Every attempt is made to administer an examination as scheduled; however, should an examination be canceled, the scheduled candidate will receive notification following the examination regarding a rescheduled examination date or reapplication procedures. In the case of cancellation, no additional fee is required to test.

For computer administrations, candidates may contact AMP's Weather Hotline at 913/495-4418 (24 hours/day) prior to the examination to determine if any Assessment Centers have been closed.

In the event of a personal emergency on the day of examination, a candidate may request consideration of rescheduling the examination without additional fee by contacting the CPHIMS Certification Committee in writing within 30 days of the scheduled testing session. A description of the emergency and supporting documentation are required. Rescheduling without additional fee will be considered on a case-by-case basis.

#### RULES FOR EXAMINATION

- No personal belongings (other than those required for medical or personal needs), books, papers, computers, dictionaries or other reference materials may be taken into the testing room. A silent, nonprogrammable, solarpowered calculator without paper tape-printing capability or alphabetic keypad is permitted during testing. Calculator malfunction during the examination does not constitute grounds for challenging examination scores or requesting additional testing time.
- No electronic devices are permitted in the testing room, including telephones or signaling devices, such as pagers and alarms.
- 3. No eating, drinking or smoking is permitted in the testing room.
- 4. No documents or memoranda of any kind are to be taken from the testing room. Each candidate will be provided one sheet of scratch paper that must be returned to the supervisor at the completion of testing.
- 5. No questions concerning the content of the examination may be asked during the examination.
- 6. Permission from the test supervisor is required to leave the testing room during the examination. No additional time is granted to compensate for time lost.
- 7. A candidate may be dismissed from the examination for misconduct. Specific examples of misconduct follow.
  - The candidate's admission to the test is unauthorized.
  - The candidate creates a disturbance, is abusive or otherwise uncooperative.
  - The candidate uses outside notes, references, unauthorized aids or an unauthorized calculator.
  - The candidate gives or receives help or is suspected of doing so.
  - The candidate attempts to remove test materials or notes from the testing room.
  - The candidate attempts to take the examination for someone else.

Violation of any of the above provisions results in dismissal from the testing session. The candidate's score on the examination is voided and examination fees are not refunded. Evidence of misconduct is reviewed by the Appeal Board of the CPHIMS Certification Committee to determine whether the candidate will be allowed to reapply for examination. If re-examination is granted, a complete application and examination fee are required to reapply.



#### FAILING TO REPORT FOR AN EXAMINATION

- A candidate who fails to report for an examination has 90 days from the originally scheduled testing session to remit the \$75 rescheduling fee and contact AMP to schedule a new appointment for examination. A new application is not required.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

#### FOLLOWING THE EXAMINATION

After the examination is completed, the candidate is asked to complete a short evaluation of the testing experience.

- A candidate who takes the examination in paper-and-pencil format receives his/her score report by mail.
- A candidate who takes the examination on computer receives his/her score report before leaving the Assessment Center.

Score reports are issued by AMP, on behalf of the CPHIMS Certification Committee. Recognition of certification and additional information related to renewing the certification are issued from the CPHIMS Certification Committee within 6 weeks after testing.

#### SCORING THE EXAMINATION

Scores are reported in written form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

The score report indicates a "Pass" or "Fail." Raw score on the total examination determines Pass/Fail status. Additional detail is provided in the form of raw scores by major and minor categories of the examination content outline. A raw score is the number of items answered correctly. Even though the examination consists of 115 items, the score is based on 100 items. Fifteen (15) items are pretest items and do not affect the candidate's score.

The methodology used to set the minimum passing score is the Angoff method, in which expert judges estimate the passing probability of each item on the examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number of correctly answered items required to pass the examination). This method takes into account the difficulty of the examination.

Performance data from the first 100 candidates to take the examination are used to validate the minimum passing score. After the passing standard is determined, it is applied consistently across all candidates who take the same edition of the examination. No score is reported until the minimum passing score has been validated.

#### PASSING THE EXAMINATION

A candidate who passes the CPHIMS Examination is awarded the Certified Professional in Healthcare Information and Management Systems (CPHIMS) credential. HIMSS reserves the right to recognize publicly any candidate who has successfully completed the CPHIMS Examination. Recognition is awarded so as not to embarrass any candidate who is unsuccessful in an attempt to achieve certification.

#### FAILING THE EXAMINATION

If the examination is not passed, a shortened reapplication form is provided at the bottom of the score report.

- To schedule another examination, a candidate may reapply by using the online application and scheduling feature on <a href="https://www.goAMP.com">www.goAMP.com</a> or by submitting the reapplication form and the examination fee within 90 days following the failed examination.
- A candidate who applies for re-examination after 90 days following the failed examination must submit the full application and examination fee.

There is no limit to the number of times an individual may take the CPHIMS Examination.

#### SCORES CANCELED BY THE CPHIMS CERTIFICATION COMMITTEE

The CPHIMS Certification Committee and its agents are responsible for the integrity of the scores reported. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. The CPHIMS Certification Committee is committed to rectifying such discrepancies as expeditiously as possible. The Committee may void examination results if, upon investigation, violation of CPHIMS regulations is discovered.



#### CONFIDENTIALITY

Information about a candidate for testing or renewal of certification and test results are considered confidential; however, the CPHIMS Certification Committee reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

Demographic information about a candidate will be shared only in cases where the candidate may benefit. Scores are never reported to other than the candidate, unless the candidate directs such report in writing.

#### DUPLICATE SCORE REPORT

A candidate may purchase additional copies of the score report at a cost of \$25 per copy. The request must be submitted to AMP, in writing, within 12 months after the examination; and must include the candidate's name, Social Security number, address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to AMP. The duplicate score report will be mailed within 3 weeks after receipt of the request.

#### RENEWAL OF CERTIFICATION

Attaining certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the certification is required to maintain certified status. Initial certification or renewal of certification is valid for 3 years.

A certificant may renew the CPHIMS credential through one of two routes:

- 1. Successful re-examination; or
- 2. Documentation of 45 contact hours of continuing professional education over the 3-year period, including 25 contact hours of HIMSS provided or approved courses, and payment of the renewal fee. For members of HIMSS, the renewal fee is \$100, and for nonmembers the fee is \$175.

#### FAILING TO RENEW

A certificant who fails to renew his/her certification is no longer considered certified and may not use the CPHIMS credential in professional communications, such as on letterhead, stationery and business cards, in directory listings and in signature.

#### APPEALS

A candidate who believes he/she was unjustly denied eligibility for examination, who challenges results of an examination or who believes he/she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to the CPHIMS Appeal Board. The candidate for certification or renewal of certification must provide convincing evidence that a severe disadvantage was afforded the candidate during processing of an application for examination or renewal of certification or prior to or during administration of an examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification from the CPHIMS Certification Committee. The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 fee with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board.

Additional regulations related to the appeal mechanism may be obtained from HIMSS.



□ Nonmember:

\$270

# CERTIFIED PROFESSIONAL IN HEALTHCARE INFORMATION AND MANAGEMENT SYSTEMS (CPHIMS)

#### **EXAMINATION APPLICATION**

To apply for the CPHIMS Examination, complete this application and return it with the examination fee to:

Applied Measurement Professionals, Inc.

CPHIMS Examination

8310 Nieman Road

Lenexa, KS 66214-1579

PERSONAL INFORMATION
Social Security Number  Date of Birth (MM/DD/YYYY)
Name (Last, First, Middle Initial, Former Name)
Name of Facility (if work address)
Mailing Address (Street Address, City, State, Zip/Postal Code, Country)
Daytime Telephone Number E-mail Address
EXAMINATION TYPE
<ul> <li>□ I am applying for a computer-based examination administration.</li> <li>□ I am applying for the paper-and-pencil examination administered during HIMSS Annual Conference and Exhibition.</li> <li>(See <a href="https://www.himss.org">www.himss.org</a> for scheduled dates.) Scheduled date:</li> </ul>
ELIGIBILITY FOR EXAMINATION
To be eligible for the Certified Professional in Healthcare Information and Management Systems (CPHIMS) Examination candidates must fulfill one of the following requirements for education/work experience. Please check the box for the eligibility requirements you are applying under.  Baccalaureate degree plus five years of associated information and management systems experience*, three of those years in healthcare.
Graduate degree plus three years of associated information and management systems experience*, two of those years in healthcare.
*Associated information and management systems experience includes experience in the following functional areas: administration/management, clinical information systems, e-health, information systems, or management engineering.
MEMBERSHIP STATUS AND EXAMINATION FEE Membership Status
To be eligible for the reduced CPHIMS Examination fee, a candidate must be a current member of the Healthcare Information and Management Systems Society (HIMSS) at the time of CPHIMS Examination application.
For information on joining HIMSS, visit the HIMSS website at <a href="https://www.himss.org">www.himss.org</a> . Membership must be obtained before application for examination at the reduced fee can be honored. If you have applied for membership, but have not yet received your membership number, enter NEW in the space provided for membership number.
Enter your membership no:
Examination Fee  Payment may be made by credit card, or company check, cashier's check or money order made payable to AMP.  HIMSS Member: \$195  If payment is made by credit card, complete the following:

☐ Visa ☐ Mastercard ☐ American Express ☐ Discover

Credit Card Number

Your Name as it Appears on the Card



**Expiration Date** 

Signature

SPECIAL ACCOMMODATIONS  Do you require special disability related accommodations during  If yes, please complete the Request for Special Examination Accor an application and fee at least 45 days prior to the desired testi provided in the Handbook.	mmodations form included with this Handbook and submit it with
<b>DEMOGRAPHIC INFORMATION</b> The following demographic information is requested.	
1. How many years of experience do you have in information and management systems?  3-5 years 6-10 years 11-15 years 16-20 years More then 20  2. How many years have you worked in healthcare information and management systems? 2-5 years 6-10 years 11-15 years 16-20 years 11-15 years 16-20 years Hore than 20  3. What type of facility most accurately describes your primary information and management systems activities? Hospital Health Care System (corp. office) Clinical Group Practice Other Provider Payer Vendor Organization Health Care Consulting Firm	<ul> <li>4. What is your level of responsibility?  CEO CFO CIO COO Director/Department Head Other Senior Management Senior Staff/Manager Staff Student Consultant</li> <li>5. What is your principal work focus? Administrative/Management Clinical Systems and/or Applications IT Infrastructure, Systems Implementation and Management Management Engineering Security/Privacy Telehealth/e-health</li> </ul>
<ul><li>☐ Academic</li><li>☐ Law/Investment Firm</li><li>☐ Government</li></ul>	
SIGNATURE  I certify that I agree to abide by regulations of the CPHIMS Prog admission policies for the CPHIMS Examination. I certify that the correct to the best of my knowledge and belief. I understand that inaccurate, my application may be rejected or my examination re-	information I have submitted in this application is complete and if the information I have submitted is found to be incomplete or







# REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs on the reverse side so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality. Please return this form to AMP within 45 days of the desired testing date.

Name (Last, First, Middle Initial, Former Name)			
Mailing Address			
City	State	Zip Code	
SPECIAL ACCOMMODATIONS			
I request special accommodations for the			examination.
Circle answers in te	ne (time and a half)		
Comments:			
Signed:	Date:		

Return this form with your examination application and fee to: Candidate Services Department, AMP, 8310 Nieman Road, Lenexa, KS 66214-1579. If you have questions, call the Candidate Services Department at 913/541-0400.



# DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that AMP is able to provide the required test accommodations.

PROFESSIONAL DOCUMENTATION	
I have known	since / in my capacity as a
Test Candidate	Date
Professional Title	·
	be administered. It is my opinion that, because of this candidate's d by providing the special arrangements listed on the reverse side.
Comments:	
Signed:	Title:
Printed Name:	
Address:	
Telephone Number:	
Date:	License # (if applicable):

Return this form with your examination application and fee to: Candidate Services Department, AMP, 8310 Nieman Road, Lenexa, KS 66214-1579. If you have questions, call the Candidate Services Department at 913/541-0400.

